

**Town of Grafton, Massachusetts
Request for Proposal
Information Technology Support Services**

I. Introduction

The Town of Grafton is soliciting proposals for information technology support services from qualified firms or individuals. It is anticipated that this will enable the Town to improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize return on investment in IT. Please register as an RFP recipient at this [link](#) for any additional information or addenda.

II. Background Information

For the past 12 months the Town of Grafton IT services have been provided by the Grafton School District. However, the needs of both the school department and the town are too overwhelming for the small school IT department. The Town is seeking assistance with 24x7 monitoring services, security services, maintenance and support as well as on-site support of up to five hours per week sometime during business hours.

In the past several years, the Town installed a Fiber Metropolitan Area Network (FMAN) that connects most of the municipal buildings. The town has also virtualized many of its network components.

III. Services Required

1. Server Administration Services - Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications—including telephones, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc.

2. Network Administration Services – Scope of activity includes all Town network equipment including switches, firewalls, routers, and other security devices. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

3. Security – Review of virus detection programs on Town servers, email and all other Town computers and laptops. Perform security audits as requested. Configure Town system to enable remote access in a secure environment and provide remote access administration as requested by designated Town personnel. As well as the following:

- 24x7 desktop/server monitoring and alerting.
- Network Firewall Monitoring
- Microsoft Patch Management
- Managed Antivirus and Antispyware
- Security Administration
- Backup Monitoring & Administration
- Maintain inventory of all IT related equipment

4. Strategic Planning – Engineering, planning, and design services for major system enhancements, additives and alternatives, including installations and upgrades of new or existing systems. Budgets and/or quotes should be included in the plans. Examples include major server upgrades, storage system upgrades, software, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Strategic planning, design, and installation/upgrade of core network systems.

5. Onsite Desktop, Printer & End User Support –On site up to five hours per week; schedule to be mutually agreed upon.

6. Monitoring and Maintenance Services – Provide 24x7 remote monitoring & alerting to include the following:

- Error & Event Log Monitoring and Ticketing System
- Drive Space Monitoring
- Website Monitoring
- Application & Database Monitoring
- Asset Inventory
- Remote Server & Firewall Remediation Remote Desktop Remediation for 55 PCs HP 8212,5406 & QTY(9)3500YL Switching
- User Account Administration
- Printer Management Log File Maintenance

- Firewall/VPN/Router Management

IV. Site Meeting

All interested proposers may contact the Town Administrator's Office at 508-839-5335 at the Grafton Municipal Center located at 30 Providence Road, Grafton, MA to schedule a walk through. Any information released during these walk through meetings will be shared with all registered RFP recipients.

V. Submittal Requirements-

A. Cover Letter – to contain the following:

1. Company/Individual name, address and telephone number.
2. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified. Summarize your proposal and your firm's qualifications.
3. Statement which indicated the proposal and cost schedule shall be valid and binding for ninety days following the proposal due date and will become part of the contract that is negotiated with the Town.

B. General Vendor Information – to contain the following:

1. Length of time in business of providing proposed services
2. Total number of clients. Please provide a list.
3. Total number of public sector clients. Please provide a list.
4. Number of full-time and part-time personnel
5. Office location(s)
6. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
7. Describe your approach to providing these services and your methodology for providing on-going support.
8. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
9. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local

availability of staff that will be providing these services shall be an important consideration.

Separate Sealed Price Proposal

1. The proposal must contain a lump sum for each of the six services required in section three. See proposal sheet attached.
2. Describe how your services are priced and provide a schedule that includes hourly rates for the proposed services.
3. Define any additional charges (e.g. travel expenses).

VI. Evaluation Criteria and Process

Each submittal will be rated based on the following criteria:

- Experience
- Understanding of services to be provided
- Personnel Expertise
- Compatibility with end users/interview
- Project Approach
- Satisfaction of clients/end users
- Cost

VII. Submission of Proposals

All proposals must be addressed to:

Tim McInerney, Town Administrator
RE: Information Technology Services
30 Providence Rd
Grafton, MA 01519

All proposals must be received by October 13, 2016 at 4:00 pm

All questions regarding this proposal are to be submitted to:

Tim McInerney, Town Administrator
30 Providence Rd
Grafton, MA 01519
508-839-5335 ext 1180
mcinerneyt@graffton-ma.gov

PRICE PROPOSAL SHEET

1. Server Administration Services -	_____
2. Network Administration Services -	_____
3. Security -	_____
4. Strategic Planning -	_____
5. Onsite Support -	_____
6. Monitoring and Maint. Services -	_____
TOTAL:	_____